Return on Investment Program Funding Application (FY 2003 Request)

This is an electronic template. Please enter your responses on this document. Only electronic submittals of this template will be accepted. Proposals submitted after the designated due date may not receive funding consideration.
FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Department is required to perform a final project outcome audit, after implementation, for all Pooled Technology funded projects.

IT PROJECT EVALUATION

SECTION I: PROPOSAL

Date: 07-13-2001

Agency Name: COMMISSION OF VETERANS AFFAIRS

Project Name: Military Records Support System

Expenditure Name: POOLED TECHNOLOGY

Agency Manager: CHARLES LEVY

Agency Manager Phone Number / E-mail: 515-242-5362 – chuck.levy@icva.state.ia.us

Executive Sponsor (Agency Director or Designee): GREG WRIGHT

Request For ROI Application Waiver:

Agencies are required to complete this funding application when requesting funds for any project, any IT expenditure costing over $100,000, or any non-routine IT expenditure. If you feel there is compelling reason to waive this requirement, please provide (in the box provided below) a brief description of the project or expenditure, the budget amount, and a rationale for the waiver request. Until a decision is made regarding your waiver request, it is not necessary to complete any other portion of this application. The ITD Enterprise Quality Assurance Office will convey waiver request decisions within five working days of receipt.

Explanation:

A. Project or Expenditure Rationale

Is this project or expenditure necessary for compliance with a Federal standard, initiative, or statute? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure required by State statute? ☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: Chapter 35A.3 of Iowa Code states that the Iowa Commission of Veterans Affairs is charged with maintaining information and data concerning military service records of Iowa Veterans, as well as an alphabetical list of grave records and any other records that can be used to provide assistance to Federal, State and local veterans service organizations.

Does this project or expenditure meet a health, safety or security requirement?
☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure necessary for compliance with an enterprise technology standard?
☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure consistent with meeting the goals and objectives of the State's strategic plans?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: By completing and maintaining this project, we are striving towards the goal of delivering government services electronically as detailed in the 100% E by 2003 initiative.

Is this a "research and development" project or expenditure? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

B. Project or Expenditure Summary

1. Provide a pre-project or pre-expenditure (before implementation) and a post-project or post-expenditure (after implementation) description of the impacted system or process. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: Currently, the military record and information systems within the ICVA office consists of a single file server, a CD-ROM "Jukebox" storage system and the networked infrastructure that joins the military record system to our administrative database and file system. This main file server is a stand alone server without a backup file server. The jukebox uses the CD-ROM method of storage, which is prone to dust and residue buildup as well as scratching from constant loading and unloading of the media. The framework of the network itself is in an undesireable configuration consisting of overloaded hubs, network cabling running along the base of walls and an unsecured area where the main information systems themselves are located. Also, there is no connection to the State intranet and our main section of networked IP addresses are being provided to the ICVA Camp Dodge office through the Emergency Management Division. These items taken alone are a cause for concern, but together brings the security and reliability of our information systems into question.

Post-project will see the information systems relocated into a secure room with a limited access entry. Fiber optic network cabling will have been placed into conduit running behind wall spaces or in ceiling crawl areas. Multiple switches will connect to patch panels and from there into the file servers. Further, a hardware router will serve as the intermediary to our own T-1 line, which will enable us to connect both to the State of Iowa's services and to the public via the internet. This connection will allow us to share the information within the Military Record database with the public as well as the concerned veterans organizations and departments. The outdated CD-ROM storage system will be replaced by a RAID storage system, with its inherent speed increases in access times and capability of easy hardware replacement. A backup server will be in place adjacent to the current file server to provide a smooth running network in case of component breakdowns or failures. This backup server will also allow us to test the setup of new hardware and software configurations before departmental wide rollouts.

2. Summarize the extent to which the project or expenditure improves customer service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: This project will improve customer service by reducing the amount of paperwork required to access and receive printed material concerning military records. It will also improve work processes, providing a faster customer response, better program results and a cost savings. The new system will also provide an enhanced service by allowing a much fuller search process during records access. It may also be seen as a reduction in the hassle factor to citizens by providing the same type of information currently requested in a much faster rate and with much less required information on the part of the customer. This will reduce "on hold" time as well as time spent waiting in line. By providing a secure method of access, the information may be seen as more reliable and the network's dependability to the ICVA offices is a matter of necessity.

3. Identify the main project or expenditure stakeholders and summarize the extent to which each, especially citizens, is impacted. In particular, note if the project or expenditure helps reconnect Iowans to State government.

Response: Stakeholders in this project include the ICVA Camp Dodge administrative staff, Iowa citizens, the Department of Veteran Affairs in Washington, D.C., other Iowa departments who could use the veteran's records, veteran's service organizations in place throughout the state of Iowa, county Veteran Affairs offices and veteran hospitals, nursing homes and health care providers. By providing this framework and security for the Veterans Record Support System, we will be able to provide a connection to these records for possible searches 24/7/365. Those who need the information to authorize veteran benefits, such as VA personnel, and those who would like the information, in the case of veteran's relatives and other genealogical searchers would then have a reliable connection to these important records. A possible side benefit of the online database could be a service that could provide access to Iowa's military records on a pay per search basis.

SECTION II: PROJECT ADMINISTRATION

A. Agency Information

1. Project Executive Sponsor Responsibilities: The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

Response: No response required.

2. Organization Skills:
   a. List the project management skills necessary for successful project implementation
   b. List the project management skills available within the agency
   c. List the source(s) of project management skills lacking within the agency
   d. Summarize relevant agency project management experience and results

Response:

a. Project management skills necessary for this project's successful implementation include the ability to organize and lead project teams, to plan effectively, to allow for unforeseen changes, to focus on results of the project, to communicate clearly and to manage group processes.
b. These management skills are in place within the Iowa Commission of Veteran Affairs at the Camp Dodge office, as well as within the offices at the Iowa Veteran's Home (IVH).
c. There are no skills lacking in this agency for this project.
d. The Military Records Database project was completed successfully with more than 4 million records now available electronically within the ICVA office.

B. Project Information

1. History:
   a. Is this project the first part of a future, larger project? If so, please explain.
   b. Is this project a continuation of a previously begun project? If so, please explain project history, current status, and results.

Response:

a. This project is not the first part of a larger project, but the completion of this initial project would allow other projects put forward in the interest of an online record access system to be completed with little extra work.
b. This project continues in the line of maintaining access to Iowa's veterans military records, which were placed in an electronic database format in 1997-98. The project to scan in Iowa's military records was begun in these years and completed as outlined in the original project plan, but is and will be an ongoing effort, as more veterans return to Iowa each year and more veterans pass away, requiring these records to be added to the already huge database. With over 4 million records currently in place, a secure infrastructure is paramount.

2. Expectations: Describe the primary purpose or reason for the project.

Response: The primary purpose of this project is to provide secure, reliable and efficient access to our Military Records database for State personnel and Iowa citizens and will be achieved by replacing the currently outdated storage hardware with a system that allows rapid searching and easy changes to the records, by upgrading the ICVA's network infrastructure and by constructing a safe room to house and provide limited access to these critical network systems.

3. Measures: Describe the criteria that will be used to determine if the project is successful.

Response: Criteria for project success will be the ease in which the now protected information can be accessed. Current access time for this information is high with averages of over 5 minutes for a full database search, with no available access to this information outside of the office. The military records being available via a secure method of access will also be a determination of success. Little or no interruption of service in the event of systems failure will be a measure by which we will gauge the accomplishment of our project.

4. Environment: List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, etc.).

Response: ImageMax, Inc. of Lincoln, NE, the original vendor of the FileTrax storage system in use within the ICVA office will participate, as well as ICN.

5. Risk: Describe the project risks which may be internal or external to State government, i.e. implementing versus not implementing project, changing technology, potential cost overruns, changing citizen demand or need, etc.

Response: Degradation of information possible with current systems is a distinct possibility with disk replacement currently being necessary for certain heavily used sections of the database. With the future project of placing this information online for secure searching, this corruption will begin to be widespread to coincide with the multiple searches taking place via the internet or secure search methods from other agencies. CD-ROMs themselves have seen many different changes over their lifetimes and will undoubtedly be changing in the future. Current configuration of the "jukebox" may not be capable of continuing. Twenty years ago, CDs were not even in existance. Magnetic media, such as the RAID system, have been in existance quite a while longer and has much more versatility built in when compared to the inflexible pressed metal and plastic CD. Citizen demand has always been strong in the area of geneaology or learning about your family's history. We see projections being put forward of an upward trend in this area, with a possibility of capitalizing on the demand by providing access via an online payment system.

Information systems currently are in an unsecured area, providing access via a workstation to any and all who can get into the Camp Dodge office. These workstations do have login protection, but with software measures being only one part of network security, physical access needs to be secured also, hence the need for a secure IS room.

The possibility of a loss of currently inputted data without a backup server and auto-loading tape backup system is a risk, also. Information placed into the database daily has a possible danger of being lost if the system's hardware fails at any time before the regular tape backup occurs. With the backup server, this loss could be held to a minimum.

After completion of this project and the connection to the State's internet/intranet backbone, there is a possibility of information systems being illegally accessed by web based intruders and other hackers. Intrusions of this nature are becoming more commonplace and these types of trespasses will be minimized by the use of hardware based routers and firewalls as well as software based security products. This will be complemented with ongoing security assessments by IT staff and probing of networked systems from outside the firewall, as well as any other measures deemed necessary and appropriate to secure the Military Records Database from unwanted and possibly dangerous entry.

6. Security / Data Integrity / Data Accuracy / Information Privacy
   a. List the security requirements of the project
   b. Describe how the security requirements will be integrated into the project and tested
   c. Describe what measures will be taken to insure data integrity, data accuracy and information privacy.

Response:

a. Keeping veteran military record information private and secure has been and will continue to be a priority for the administrative staff of the ICVA. Close scrutiny of construction personnel as well as software and hardware protection measures will be in place during time of construction. Password protected workstations and limited access to these will, as always, be required.

b. Areas of this project include the implementation of new security checkpoints and construction of a secure area. Testing will include systems hardening procedures and constant probing for areas of weakness as well as implementation of software patching and communication with vendors of the installed software to provide necessary changes to these systems to prevent unauthorized access.

c. Data integrity and accuracy will be better provided after this project is completed, as the new RAID system will allow easy changes to military records to update any incorrect or corrupted information. The ICVA has always been tied to the Freedom of Information Act and has been limited in the types of data allowed to be released. These privacy measures will not change. Before making this information available to the general public in upcoming projects, secure methods of access will be put into place.

7. Project Schedule

Describe general time lines, resources, tasks, checkpoints, deliverables, responsible parties, etc.

Response:

Due Date	Activity	Responsible Party
1st 30 days	• Purchase new equipment • Contact GSA for architectural and construction resources	ICVA
Day 31 – 60	• Hire architect for drawings and RFP for contractor to begin safe room construction • Choose contractor and begin construction • Begin fiber optic installation • Begin transfer of military records to RAID storage	ICVA
Day 61 – 120	• Finish safe room • Install new hardware within new safe room and connect fiber optic network to servers • Test new network	ICVA
Day 121 – 150	• Install T-1 connection • Install router and setup security configuration • Install backup server; test	ICN
Day 151 – 180	• Test new connections and security measures; ensure all information is secure before connection to web server	ICVA
Day 181 – End of project	• Begin hardening of network; includes installation of service packs, upgrades, etc.	ICVA

SECTION III: TECHNOLOGY (In written detail, describe the following)

A. Current Technology Environment

1. Software (Client Side / Server Side / Midrange / Mainframe):
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external

Response:
a. ImageMax FileTRAX scanning and retrieval software, Microsoft Office
b. Microsoft Windows NT 4.0
c. N/A

2. Hardware (Client Side / Server Side / Mid-range / Mainframe):
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external

Response:
a. Compaq Proliant 1600 server running Microsoft Windows NT 4.0 Server, Compaq Deskpro workstations running Microsoft Windows NT 4.0 Workstation.
b. Unsecured server in cubicle space; storage on logical disk in Proliant server.
c. 10 Mbit Ethernet network consisting of twisted pair CAT-5e cabling and hubs.
d. Connected to state backbone and Internet through EMD subnet via fiber optic connection shared with National Guard Federal network.
e. Connection to records jukebox via SCSI connection directly to workstation and accessed via network share.

B. Proposed Technology Environment

1. Software (Client Side / Server side / Mid-range / Mainframe)
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external
   d. General parameters if specific parameters are unknown or to be determined

Response:
a. Upgrade to ImageMax FileTRAX software, Microsoft Access, software for router, most likely Cisco IOS, RAID system software (to be determined after purchase.)
b. Microsoft Windows 2000 Advanced Server, Windows 2000 Professional for workstations.
c. Direct connection with RAID storage system via network cabling to primary server, Microsoft IIS server for Internet connection.
d. N/A

2. Hardware (Client Side / Server Side / Mid-range / Mainframe)
   a. Platform, operating system

b. Storage and physical environment
c. Connectivity and Bandwidth
d. Logical and physical connectivity
e. Major interfaces to other systems, both internal and external
f. General parameters if specific parameters are unknown or to be determined

a. Compaq Proliant 1600 server running Microsoft Windows 2000 server, Compaq Deskpro workstations running Microsoft Windows 2000 Professional, Compaq backup server (model to be decided,) Cisco Router with IOS software.
b. Servers in protected safe room, 300 GB RAID storage system, direct connections to fiber network via NIC, switches, etc.
c. Fiber optic network connecting servers and storage to desktop.
d. Connected to state backbone and Internet via our own T-1 connection through ICN.
e. Connection to Internet through Microsoft IIS server, connection to RAID storage system through fiber optic cabling.

C. Data Elements

If the project creates a new database, provide a description of the data elements.

Response: N/A

SECTION IV: Financial Analysis

A. Budget: Enter figures and calculate (see formula below) Total Annual Prorated Cost (State Share).

$$\left[\left(\frac{Budget\ Amount}{Useful\ Life}\right)\times \%\ State\ Share\right]+\left(Annual\ Ongoing\ Cost\times \%\ State\ Share\right)=Annual\ \text{Pr}orated\ Cost$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	$ 0	1	100%	$ 0	100%	$ 0
Software	$ 500	4	100%	$ 0	100%	$ 125
Hardware	$ 43000	3	100%	$ 12800	100%	$27133
Training	$ 0	4	100%	$ 0	100%	$ 0
Facilities	$ 50000	30	100%	$ 0	100%	$ 1667
Professional Services	$ 18000	4	100%	$ 0	100%	$ 4500
ITD Services	$ 0	4	100%	$ 0	100%	$ 0
Supplies, Maint, etc.	$ 6000	1	100%	$ 6000	100%	$ 12000
Other (Specify)	$ 0	1	100%	$ 0	100%	$ 0
Totals	$ 117500	-------	-------	$ 18800	------	$ 45425

Transfer this amount to the ROI Financial Worksheet, item "D" on page **Error! Bookmark not defined.**.

B. Funding: Enter data or provide response as requested

1. This is (pick one):
   - ☒ A Pooled Technology Fund or Reengineering Fund Request
   - ☐ An Agency IT Expenditure or Budget Request (General Fund, Road Funds, etc)
   - ☐ Other – Specify:

2. On a fiscal year basis, enter the estimated cost by funding source?

	FY03		FY04		FY05	
	Cost ($)	% Total Cost	Cost ($)	% Total Cost	Cost ($)	% Total Cost
State General Fund	$	%	$	%	$	%
Pooled Tech. Fund	$ 117500	100 %	$	%	$	%
Federal Funds	$	%	$	%	$	%
Local Gov. Funds	$	%	$	%	$	%
Grant or Private Funds	$	%	$	%	$	%
Other Funds (Specify)	$	%	$	%	$	%
Total Project Cost	$ 117500	100%	$ 0	100%	$0	100%

If applicable, summarize prior fiscal year funding experience for the project / expenditure.

Response: N/A

1. On a fiscal year basis, how much of the total ($ amount and %) project / expenditure cost would be absorbed by your agency from normal operating budgets (all funding sources)?

Response: None

2. Identify, list, and quantify all new annual ongoing (maintenance, staffing, etc.) related costs (State $s) that will be incurred after implementation or expenditure.

Response: $18,800; $12,800 for annual costs related to the T-1 connection and $6,000 for maintenance agreements for hardware.

C. ROI Financial Worksheet: Respond to the following and transfer data to the ROI Financial Worksheet (see IVC11) as necessary:

1. Annual Pre-Project Cost – Quantify all actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Response:
The costs relating to the network and associated problems experienced during the last two fiscal years include time to re-login, lost time in restoring work from unsaved applications, reboot/reload times, restoration from tape backups and slower system resources and access. On average, 4 hours per week by support staff @$32.72 an hour and 10 hours per week by IT support staff @$24.83 an hour have been used as outlined above. This totals $379.18 weekly or $19,717 a year.

The CD-ROM storage system also has costs associated with it that may be saved after project completion. These include the costs to do record searches on 45 requests per day with an average search time of 8 minutes per record for a complete system wide search through 5 separate directories. This comes to 360 minutes or 6 hours daily. As both the Graves Registrar and the office manager will do these searches when necessary, the combined costs to do this with two people total $32.72 an hour, but include a reduction in search time down to 3 hours on average. Three hours @$32.72 an hour total $98.16 daily with a yearly cost of $25,521.

Support costs include costs of printing and certifying veterans records, bringing in outside vendors to support FileTrax and network systems, miscellaneous networking done by ICN personnel and troubleshooting of installed equipment. The support costs total $13,298.

Other costs include the cost of server equipment, peripheral devices, miscellaneous media, network cabling, hubs, interface cards and devices. The other costs total $11,219.

2. Annual Post-Project Cost – Quantify all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: With a backup server in place, completed network infrastructure and backup software ensuring quick restoration of information, time lost due to restoring lost information and IT support staff drop to .5 hours weekly for support staff and 1.5 hours for IT support. This totals $3,110 yearly in savings by permitting time to be better utilized in other areas.

Record searching times with the new RAID system are significantly dropped down to 2.5 minutes per search or around 2 hours daily. These searches only need to be done by a single support person now. After project completion, the Graves Registrar would be able to use her time in different areas, resulting in the savings of $7,503 yearly by allowing more productive use of the time formerly allocated to do record searches.

Support will be provided by IT staff.

Other costs include the yearly charge of $12,800 for access to the T-1 line via ICN and state backbone access. Equipment maintenance agreements total $4,500.

3. State Government Benefit -- Subtract the total “Annual Post-Project Cost” from the total “Annual Pre-Project Cost.” This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: $ 41,842

4. Citizen Benefit – Quantify the estimated annual value of the project to Iowa citizens**.** This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time savings and $.325 per mile for travel cost savings.

Response: With the new network infrastructure, backup system and server in place, network problems currently being experienced in the ICVA Camp Dodge office can be virtually eliminated. To quantify the value to Iowa citizens, we estimate 4 people coming in to our office requesting documentation and 30 people calling in with requests for a total of 34 record requests daily. A network outage would cost these citizens approximately $340 per occurrence in lost time, using the $10/hr. figure, due to our inability to help them without our data systems online. If we assume these same 4 persons travelled 10 miles to our Camp Dodge office @ .325 cents a mile, this is $3.25 per person or $13 per occurrence, bringing the total cost to the citizen in lost time and money to $353 per occurrence. As outages are infrequent, assuming once per month, citizen cost is brought to $4,236 yearly.

5. Opportunity Value/Risk or Loss Avoidance Benefit – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response: N/A

6. Total Annual Project Benefit -- Add the values of all annual benefit categories.

Response: $ 46,078

7. Total Annual Project Cost – It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related. Completing Section IV-A, Project Budget of the evaluation document will provide all the necessary information for this item.

Response: $ 45,425

8. Benefit / Cost Ratio – Divide the "Total Annual Project Benefit" by the "Total Annual Project Cost." If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

Response: 1.014

9. ROI -- Subtract the "Total Annual Project Cost" from the "Total Annual Project Benefit" and divide by the amount of the requested State IT project funds.

Response: .6%

10. Benefits Not Readily Quantifiable -- List the project benefits which are not readily quantifiable (i.e. IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.). Rate the importance of these benefits on a "1 – 10" basis, with "10" being of highest importance. Check the "Benefits Not Readily Quantifiable" box in the applicable row.

Response: The Iowa Commission of Veterans Affairs has a commitment to provide Iowa's 268,000 veterans, veteran service orgnaizations and the spouses and family members of veterans who have served their country, access to their military records. As these veterans age, it becomes critically important that the ICVA is able to provide these 4 million electronic records using state-of-the-art hardware and software and to not allow the older, slower systems to affect how benefits and aid can be provided to the veteran. By ensuring that these necessary documents are easy to locate and retrieve, those organizations that depend on these documents to admit or process benefits will be able to do so with a minimum amount of wasted time and effort. In the eyes of the older Iowa veteran in need of this medical care or service, this "improvement" will be an expected necessity. - 10

11. ROI Financial Worksheet

Annual Pre-Project Cost - How You Perform The Function(s) Now	
FTE Cost (salary plus benefits):	$ 45,238
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$ 13,298
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$ 11,219
A. Total Annual Pre-Project Cost:	**$ 69,755**
Annual Post-Project Cost – How You Propose to Perform the Function(s)	
FTE Cost:	$10,613
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$ 4,500
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$12,800
B. Total Annual Post-Project Cost:	**$ 27,913**
State Government Benefit (= A-B):	**$ 41,842**
Annual Benefit Summary	
State Government Benefit:	$ 41,842
Citizen Benefit:	$ 4,236
Opportunity Value or Risk/Loss Avoidance Benefit:	$ 0
C. Total Annual Project Benefit:	$ 46,078
D. Annual Prorated Cost (SECTION IV-A):	$ 45,425
Benefit / Cost Ratio: (C / D) =	1.014
Return On Investment (ROI): (C – D / Requested Project Funds) x 100 =	.6 **%**
☒ **Benefits Not Readily Quantifiable**	

Section V: ITC Project Evaluation Criteria

Criteria and Location in Project Evaluation Document		Points
1.	Is the project a statutory requirement; legal requirement; federal or state mandate; health, safety or security requirement or issue; and/or required for compliance with the enterprise technology standards? **Location: Section I-A**	**15**
2.	Will the project improve customer service? **Location: Section I-B.2**	**15**
3.	Does the project have a direct impact on citizens? To what extent does the project help reconnect state government with Iowans? **Location: Section I-B.3**	**10**
4.	Does the project provide a sufficient tangible and/or intangible return on investment? Will it generate savings or income? **Location: Section IV-C**	**10**
5.	Does the project make use of information technology and its practical application in reengineering traditional government processes consistent with the goals and objectives of the state's strategic plans? **Location: Section I-B.1**	**10**
6.	Risk: What are the risks associated with the project? Such risks may include those internal and external to state government, the risk of doing a project, the risk of not doing a project, and the risks associated with changing technologies, potential cost overruns, and changing citizen demands and needs. **Location: Section II-B.5**	**10**
7.	Is this funding required to continue a project that was begun prior to the year funding is being requested for and does it have proven past performance? Is the funding part of a multi-year strategy? **Location: Section II-B1, IVB2**	**10**
8.	Will the project be for only one agency, multiple agencies, or the state government enterprise? **Location: Section I-B3, IIB4**	**10**
9.	Has the applicant maximized their own and other resources in the project? Is alternative funding unavailable for this project? (If no other funding available, project will not be completed without Pooled Technology funding) **Location: Section IV-B.2, IV-B.3**	**5**
10.	What is the credibility of the requester based on past performance on other projects? **Location: Section II-A.2.d**	**5**
	Total	**100**